



**U.S. ARMY MEDICAL DEPARTMENT
CENTER OF EXCELLENCE FOR CUSTOMER RELATIONS**

***CUSTOMER RELATIONS TRAIN-THE-TRAINER
REFRESHER COURSE EVALUATION***

April 11 - 12, 2000

1. Do you think this is a worthwhile endeavor that should be continued?

Yes. Very much. It was great to be with you and your staff. Thank you very much.

Certainly this is a worthwhile endeavor. We must keep plugging away at it, taking one step at a time. We can't let the nay-sayers make us give up. After a year of getting beat down, we need to be re-energized so we can continue spreading our message with the same fervor.

Yes, coming back after a year to a year and a half has helped to re-energize me. Tips or tools were gathered from the others and reassurance that we are basically on the right path.

Yes, it was very worthwhile. I learned a lot and got many good ideas. This should be continued. I believe that the staff could cause a more positive effect on the AMEDD by going to the different areas.

Yes, absolutely without any question.

This should be continued. I do believe that AMEDD needs to re-emphasize to MTF commanders the importance of this mandated program.

Absolutely. I do feel that this refresher course gives you revised energy to get you boosted up again. Provides us with a positive attitude of what we can do to make a difference.

2. In your opinion, where does the Center of Excellence for Customer Relations go from here?

I truly believe the concept of "attitude" needs to be emphasized. It is critical to the change of behavior throughout the AMEDD. There are too many negative feelings and behaviors in our institutions. We need leaders who are willing to take risk to change the corporate climate.

Maybe have the class in different areas. Get it away from Madigan to remove their concept that this is a Madigan program. Students could be allowed to participate from any area.

The approach of the positive attitude and that each person has a choice. I also believe that dignity and respect is very important and should be emphasized more.

It needs to continue and grow and adjust to the trends of what is happening in both services to our customers and attitudes/perceptions of our co-workers and organizations. I think it is going on the right track.

The refresher courses are essential. The individuals giving the courses at their MTF need an upper.

“Keep on keeping on.”

Expand the message to include positive attitudes and their impact in the work environment. Take your show on the road with a buy-in from the AMEDD hierarchy.

To continue on the course that Mike and Sherla are on. I think that the instructors/trainees need their continuity to keep the AMEDD on track—that we all need to keep driving on.

3. How would you like to expand your role in the Center of Excellence for Customer Relations?

☒ 1 Guest Speaker ☒ 1 MTF For a Day Writer ☐ Produce Training Aids

☒ 2 (Your Suggestion)

I would love to help but I'm not sure where my expertise would be needed.

To keep a positive attitude and share it with others.

4. Further Comments?

Changing the name would help. “The AMEDD Customer Service Course.”

Since I will be retiring in a few months, I would like to stay involved with this endeavor, especially if I am near a military installation.

In future refresher courses give more notice than a month. Maybe more people could have made it with more notice. Normally, my calendar fills up to three months in advance.

The fruit was great. Continue to use Doubletree. Encourage the use of the Health Club. Change the name to eliminate Madigan—change to AMEDD.

This really picked me up and has energized me not to give up. Convince others!!

I believe this course is a positive impact for all.